

SVPS Frequently Asked Questions (FAQs)



What if I can't access the Google Drive links?

- This can be solved a few ways. One way (which is your choice) is the removal of parental restrictions on the internet.
- Alternatively, most issues can be solved through guidance on the Google's issues page: <https://support.google.com/drive/answer/2456903?hl=en>
- If issues persist, then contact itsupport@swindonvillage.gloucs.sch.uk

How will my child access the Live Lessons?

- Instruction guides and additional information can be found in the 'Letters' section of our website. <http://www.swindonvillage.co.uk/parents/letters.aspx>

What devices will work for Live Lessons?

- Laptops, tablets and phones with access to the **internet** should work **BUT all the devices need ZOOM downloaded** (you do not need to create an account, but if you have one then that is equally fine).
- Obviously the bigger the screen the better but we have tried this through a phone and you are able to see the class teacher and see the work set. Not ideal but please give this a go.

Do I need a device PER child?

- Yes. We collected data on 'who has what' before Christmas and will be in touch with the most vulnerable families who said they do not have access to a device per child.
- For families who do not have a device per child we will look to 'loan' out our laptops. Please email into itsupport@swindonvillage.gloucs.sch.uk to explain your situation. We will do our very best to help.

Will an adult need to be there to support them during the Live Lessons?

- Ideally an adult will support the child(ren) but it really does depend on the lesson, the age of the child and also how confident they are in using the device.

Are the lessons secure, i.e. what measures are there to keep the lessons safe?

- This is our number one priority.
- You will need to access your **emails** for the daily schedule each morning (we are looking to link these to our website but we need to make sure the security is set first). Please make sure this email is not shared with anyone.
- Zoom has a 'waiting room' so when you've gained access to the lesson you will be put in a waiting room and only an SVPS member of staff will let you into the Live Lesson.
- **To be allowed into the lesson you will need to enter either YOUR NAME or YOUR CHILD's FULL NAME to be granted access. SVPS staff will not allow entry unless the YOUR NAME or CHILD's FULL NAME is entered.**
- A Teacher and TA will be at each Live Lesson.

Are the Live Lessons the best way to continue their learning during Lockdown 3?

- **YES.** This is the best way for your child to continue with their learning and therefore not slip too far behind again. However, if it proves impossible then please still access the work from each lesson.

What will happen if my child(ren) misses a Live Lesson?

- We will be taking a register for EACH zoom live lesson. If your child does not attend we be giving you a friendly phone call and/or a TEXT to talk through why your child was not able to join. We will start with contact 1 and work down the list.

Will the Live Lessons match the work being completed in school?

- **YES.** We are continuing wherever possible to run our normal timetabled week. Obviously there will be some lessons which are not conducive to remote learning so we will be providing a very good alternative.

My child attends school for only a few days a week. Will the learning 'follow on' when they are at home?

- **YES.** That is why we have moved to 3 Live Lessons per day as this will ensure that their work follows-on and links to lockdown journey of work.

If we have technical issues what should we do?

- Mr Bradnam will be our Tech Parent Support Advisor. Please email Mr. Bradnam (itsupport@swindonvillage.gloucs.sch.uk) any questions regarding Tech Support between Monday and Thursday...each Friday he will be in touch via live chats to hopefully sort out any issues you may have. If the issue looks simple to explain he may be able to reply to your email.

What is the incentive for my child(ren) to do the work?

- **Class Charts and Positives:** For every Zoom Live Lesson attended each child will be awarded a Positive Point. There will be at least 15 Live Zoom Lessons a week and Class Charts is now set to automatically add 5 more Positive Points when a child receives 15 in one week, therefore getting 20 Positives.
- At certain milestones achieved your child will receive a Head Teacher Award.